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**CERTIFICATE OF FACSIMILE TRANSMISSION TO THE
UNITED STATES PATENT AND TRADEMARK OFFICE**

DATE: December 2, 2004

Examiner: Beth Van Doren : **RE: U.S. Patent Application**
Art Unit: 3623 : **Serial No.: 09/480,589**
Fax: 703-872-9306 : **Applicant: Kevin Michael Ruppelt et al.**
From: Thomas M. Fisher : **Atty. Dkt. No.: 9D-EC-19348**

DOCUMENTS SUBMITTED WITH TRANSMISSION:

Amendment Transmittal (3 pgs.)
Amendment in Response to Office Action dated October 20, 2004
(31 pgs.)
Fax Transmittal (1 pg.)

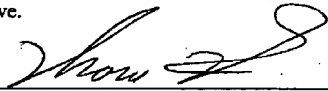
Total pages including cover page: 35

If all pages are not received, please contact: Linda Schindler at Ext. 7018

RE: The above referenced U.S. Patent Application
Title: METHOD, SYSTEM AND PROGRAM PRODUCT FOR ON-LINE SERVICE CALL SCHEDULING
Filed: January 10, 2000

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that these papers are being facsimile transmitted to the U.S. Patent and Trademark Office,
Facsimile Number 703-872-9306 on the date shown above.


Thomas M. Fisher, Reg. No.: 47,564

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PATENT
Attorney Docket No.: 9D-EC-19348 Ruppelt et al.

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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Applicant: Ruppelt et al.

Serial No.: 09/480,589

Filed: January 10, 2000

For: METHOD, SYSTEM, AND PROGRAM
PRODUCT FOR ON-LINE SERVICE
CALL SCHEDULING

:
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: Group Art Unit: 3623
:
: Examiner: Van Doren, Beth
:
:
:
:
:

Mail Stop: Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

TRANSMITTAL

- Transmitted herewith is:
Fax Transmittal (1 page)
Amendment Transmittal (3 pages)
Amendment in response to Office Action dated October 20, 2003 (31 pages)

STATUS

- Applicant
☐ claims small entity status.
☒ is other than a small entity.

CERTIFICATE OF MAILING/TRANSMISSION (37 C.F.R. 1.8a)


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MAILING
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1450, Alexandria, VA 22313-1450,

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☒ transmitted by facsimile to the Patent and
Trademark Office

Facsimile No. 703-872-9306

Date: December 2, 2004


Thomas M. Fisher
Reg No. 47,564

PATENT
9D-EC-19348

EXTENSION OF TERM

3. The proceedings herein are for a patent application and the provisions of 37 C.F.R. 1.136 apply.

(complete (a) or (b), as applicable)

- (a) ☐ Applicant petitions for an extension of time under 37 C.F.R. 1.136
(Fees: 37 C.F.R. 1.17(a)-(d) for the total number of months checked below:)

Extension for response within:	Other than small entity Fee	Small entity Fee (if applicable)
<input type="checkbox"/> first month	\$ 110.00	\$ 55.00
<input type="checkbox"/> second month	\$ 420.00	\$ 210.00
<input type="checkbox"/> third month	\$ 950.00	\$ 475.00
<input type="checkbox"/> fourth month	\$1,480.00	\$ 740.00
<input type="checkbox"/> fifth month	\$2,010.00	\$ 1005.00

Fee Due \$ _____

If an additional extension of time is required, please consider this a petition therefor.

(Check and complete the next item, if applicable)

- ☐ An extension of _____ months has already been secured. The fee paid therefor \$_____ is deducted from the total fee due for the total months of extension now requested.

Extension fee due with this request \$ _____

OR

- (b) ☒ Applicant believes that no extension of term is required. However, this conditional petition is being made to provide for the possibility that applicant has inadvertently overlooked the need for a petition for extension of time.

PATENT
9D-EC-19348

FEE FOR CLAIMS

4. The fee for claims (37 C.F.R. 1.16(b)-(d)) has been calculated as shown below:

(Col. 1)		(Col. 2)	(Col. 3)	SMALL ENTITY	OTHER THAN SMALL ENTITY
CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NO. PREVIOUSLY PAID FOR	PRESENT EXTRA	ADDITIONAL RATE FEE	ADDITIONAL RATE FEE
TOTAL	MINUS		0	x \$9 = \$	x \$18 = \$
INDEP.	MINUS		0	x \$43 = \$	x \$86 = \$
— FIRST PRESENTATION OF MULTIPLE DEP. CLAIM				+ \$145 = \$	+ \$290 = \$
				TOTAL ADDITIONAL FEE \$	TOTAL ADDITIONAL FEE \$

- (a) ☒ No additional fee for Claims is required

OR

- (b) ☐ Total additional fee for claims required \$ _____

FEE PAYMENT

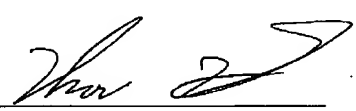
5. Attached is a check in the sum of \$ _____
- ☐ Charge Deposit Account No. 01-2384 the sum of \$ _____.
A duplicate of this transmittal is attached.

FEE DEFICIENCY

6. ☒ If any additional extension and/or fee is required, charge Deposit Account No. 01-2384.

AND/OR

- ☒ If any additional fee for claims is required, charge Deposit Account No. 01-2384.
7. ☐ Other:


Thomas M. Fisher
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VIA FACSIMILE 703-872-9306

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9D-EC-19348-Ruppelt et al.
PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Ruppelt et al.

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: Art Unit: 3623

Serial No.: 09/480,589

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: Examiner: Van Doren, Beth

Filed: January 10, 2000

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For: METHOD, SYSTEM, AND
PROGRAM PRODUCT FOR ON-
LINE SERVICE CALL
SCHEDULING

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:

Mail stop: Amendment
Hon. Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT

Sir:

In response to the Office Action dated October 20, 2004, please amend the above
identified application as follows.

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